

Department of Technology Services

Systems Software Specialist II (Technical) and (Supervisory)
Systems Software Specialist III (Technical) and (Supervisory)

Departmental Open Examination

Location: Sacramento

Continuous Filing

AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION.

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

The Department of Technology Services (DTS) provides information technology (IT) services to many state, county, federal and local government entities throughout the State of California. We design, engineer and deliver comprehensive, cost-effective computing, networking, electronic messaging and data storage solutions that benefit the people of California through an enterprise-wide IT infrastructure. Several significant efforts are underway to streamline desktop support through the use of server based computing, establish a converged network for voice, video and wireless communication, build an e-mail service supporting over 100,000 users throughout the state and establish IT standards that will support DTS customers for years to come.

EXAMINATION TYPE This is a Departmental Open Examination. Applications will not be accepted on a Promotional basis.

WHO SHOULD APPLY Applicants who meet the minimum qualifications as stated on this bulletin may apply and take this examination at any time. Once you have taken the Training and Experience Evaluation examination, you may not retest for twelve (12) months.

HOW TO APPLY The Application and the Training and Experience Evaluation will be available on a continuous basis on the Internet. Applicants will respond to questions regarding their ability to meet minimum qualifications, provide their contact information and take the Training and Experience Evaluation on the Internet.

DO NOT SUBMIT A STATE APPLICATION FORM. THE APPLICATION FORM FOR THE SYSTEMS SOFTWARE SPECIALIST SERIES EXAMINATION IS CONTAINED IN THE INTERNET PROCESS.

If you do not have Internet access, there are public access Internet terminals in over 150 California public libraries. Contact your local library for information as to where the nearest Internet terminal is located and the policies related to usage. **DO NOT** contact the State Personnel Board or the Department of Technology Services for this information. The State Personnel Board Service Center, located at 801 Capitol Mall, Sacramento, CA does have Internet terminals that are available for public use at no cost. For more information contact the Service Center at 916-653-1705.

You may apply and take the examination on the Internet by connecting to:

http://www.spb.ca.gov/employment/exam_start.htm

Follow the online instructions. Please note that the Internet system will be unavailable on Tuesdays between 7:00am and 1:00pm, Pacific Standard Time, for processing and maintenance. DO NOT begin the application process on the Internet during this time as your record will NOT be processed.

APPLICATION DEADLINE **CONTINUOUS FILING**

SPECIAL TESTING ARRANGEMENTS If you have a disability and need special testing arrangements, call the State Personnel Board's Examination and Selection Services Section at (916) 653-1502, Telecommunications Device for the Deaf (TTY) at (916) 654-6336, or via California Relay (Telephone) Service for the deaf or hearing impaired: from TTY phones: 1-800-735-2929, for voice phones: 1-800-735-2922.

SALARY RANGE **SYSTEMS SOFTWARE SPECIALIST II (Technical): \$5378-\$6864**
SYSTEMS SOFTWARE SPECIALIST II (Supervisory): \$5647-\$7208
SYSTEMS SOFTWARE SPECIALIST III (Technical): \$5909-\$7540
SYSTEMS SOFTWARE SPECIALIST III (Supervisory): \$6205-\$7918

MINIMUM REQUIREMENTS All applicants must meet the Minimum Qualifications on the date of submission of their application for examination. Qualifying experience may be combined on a proportionate basis to meet 100% of the minimum qualifications stated below.

**POSITION
DESCRIPTION**

**SYSTEMS SOFTWARE SPECIALIST II
(Technical) & (Supervisory)**

Technical positions, under general supervision, act as expert specialists, a team leader on the more complex systems software projects, and/or work independently as high-level technical specialists on the more complex system assignments. Under general direction, supervisory positions supervise the more complex software systems or systems software projects.

**SYSTEMS SOFTWARE SPECIALIST III
(Technical) & (Supervisory)**

Technical positions, under administrative supervision, work independently as the recognized technical specialist on the maintenance of the most complex software systems and software projects, and/or act as a leader on projects involving the conversion to the most complex computer configurations. Supervisory positions supervise projects involving conversion to the most complex configuration and/or supervise a staff of software specialists responsible for the most complex assignments.

**MINIMUM
QUALIFICATIONS**

Either I

One year of experience in the California state service performing duties comparable to a Systems Software Specialist I (Technical) or a Systems Software Specialist I (Supervisory).

Or II

Two years of experience in the California state service performing duties comparable to an Associate Systems Software Specialist (Technical).

Or III

Three years of progressively responsible experience in information technology systems study, design, and programming, which shall have included responsibilities such as coding, designing, modifying, installing, evaluating, and maintaining computer software. One year of experience in this pattern must include independent responsibility as a leader on systems software projects, or as a technical specialist on complex technology systems.

Either I

One year of experience in the California state service performing duties comparable to a Systems Software Specialist II (Technical) or a Systems Software Specialist II (Supervisory).

Or II

Two years of experience in the California state service performing duties comparable to a Systems Software Specialist I (Technical) or Systems Software Specialist I (Supervisory).

Or III

Four years of progressively responsible experience in information technology systems study, design, and programming, which shall have included responsibilities such as coding, designing, modifying, installing, evaluating, and maintaining computer software. One year of experience in this pattern must include independent leadership responsibilities on complex systems software projects, or as a high-level technical specialist on the more complex systems assignments.

**TEST INFORMATION
and SCOPE**

Scope: The examinations for the Systems Software Specialist II and III (Technical) and (Supervisory) will be weighted 100% Training & Experience Supplemental Application and will evaluate candidates education and experience based on the following knowledge and abilities:

Knowledge of:

- Secure n-tier architecture (e.g. web, application, database, COTS) methods to troubleshoot problems and advise users and application developers; and to design and maintain applications based on business/system requirements.
- Data gathering, sampling and analysis techniques to troubleshoot complex problems, plan for future needs, monitor system/network performance, and present information and make recommendations to managers and users.
- Information technology systems software, programming, equipment and capabilities in order to install, maintain, secure, and support hardware/software, apply patches and fixes, and resolve complex problems.
- Computer system hardware to install, maintain, and support software and recommend hardware based on application design requirements.
- Installation processes to ensure successful hardware/software installations and troubleshooting.
- Principles of project management in order to perform such tasks as resource management, project implementation, task management, project plan, etc.
- Project management procurement which includes defining the scope, preparing budget/costs, determining resource requirements and schedule, performing risk analysis, in order to deliver high-quality automation systems on time and within budget.
- Program management and supervision.

Ability to:

- Work independently to complete assigned tasks, and meet deadlines and service levels.
- Identify problems, draw valid conclusions, and develop effective solutions to troubleshoot applications and performance issues, and resolve the most complex technical problems.
- Grasp new concepts in order to keep abreast of changes and trends in the industry.
- Exhibit and maintain professionalism in order to communicate effectively and maintain positive working relationships.
- Effectively communicate problems and solutions to user, managers, team members and vendors.
- Be proactive in identifying problems, suggesting solutions, and independently resolving issues.
- Analyze data and situations, and think logically and creatively in order to develop plans, solve problems, assist developers, make recommendations, prepare reports, and support business functions.
- Effectively apply knowledge of current industry trends to evaluate alternative proposals and recommend optimal solutions.
- Consider the larger business perspective in proposing and designing information technology solutions.
- Direct the work of others in order to meet deadlines and service levels.
- Mentor team members in order to provide the necessary technical knowledge and skill to perform effectively and productively and prepare employees for career advancement.
- Appropriately assign workload in order to provide employees with the time, tools and training to complete the work and to control quality.

Individual applicants will be rated based upon the degree to which they possess these and other related knowledge and abilities and their relative importance to each job classification (e.g. System Software Specialist II (Technical), System Software Specialist III (Supervisory), etc.) for which they have applied.

ELIGIBLE LIST INFORMATION

Names of successful competitors are merged into the list in order of final scores regardless of date. Eligibility expires 18 months after it is established. A candidate may be tested only once during any 12 month period.

VETERANS' PREFERENCE

Veteran's Preference credits will be added to the final score of all competitors who are successful in this examination and who qualify for, and have requested, these points through the State Personnel Board. Due to changes in the law, effective January 1, 1996, VETERANS WHO HAVE ACHIEVED PERMANENT CIVIL SERVICE STATUS ARE NOT ELIGIBLE TO RECEIVE VETERAN'S PREFERENCE CREDITS.

GENERAL INFORMATION

If you meet the requirements stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

The State Personnel Board reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) servicewide promotional, 5) open eligible list. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin. In the case of continuous testing examinations, names are merged into the appropriate eligible list in order of final test scores (except as modified by veterans preference credits) regardless of the date of the test and the resulting eligible lists will be used only to fill vacancies in the area shown on the bulletin.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

Veterans Preference: California law limits the granting of veterans' preference points in open entrance examinations and open non-promotional examinations. Credits in open entrance examinations are granted as follows: 10 points for veterans, widows, or widowers of veterans, and spouses of 100 percent disabled veterans; and 15 points for disabled veterans. Credits in open non-promotional examinations are granted as follows: Five points for veterans; and 10 points for disabled veterans. Directions for applying for veterans' preference are on the Veterans' Preference Application which is available from the State Personnel Board office, written test proctors, and the Department of Veterans Affairs, P.O. Box 1559, Sacramento, CA 95807.

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